

2021 Onboarding Presentation  
**County of Sonoma**

# Find your healthy place

With care designed  
to help you thrive

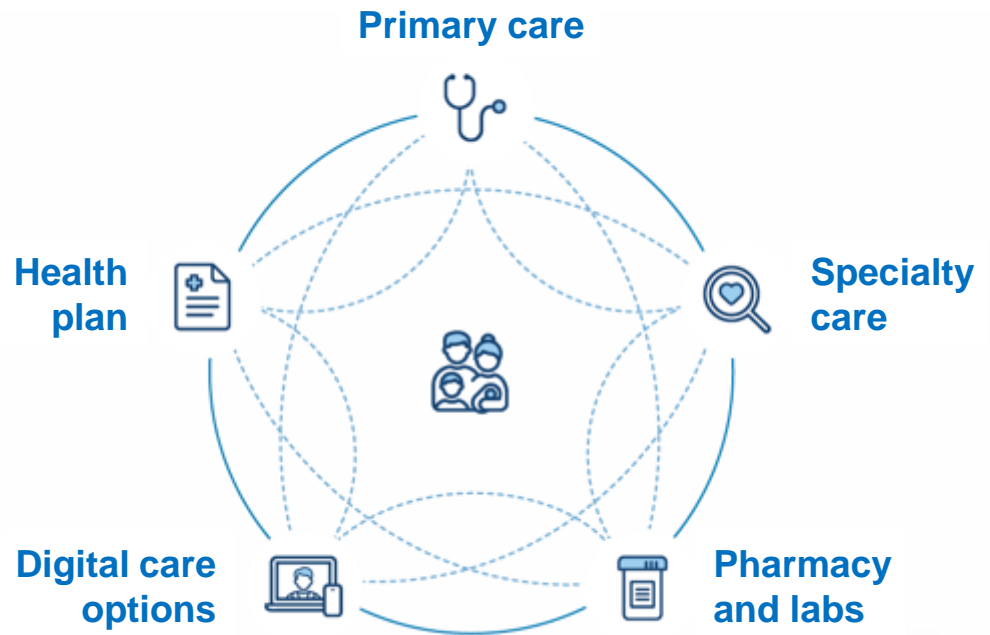


# It's easier to find your healthy place with connected care

We combine care and coverage:

- **Doctors**
- **Hospitals**
- **Health plan**

Care feels easier and faster  
and is centered around you.



# A better experience from the start:

## Ready for an easy switch?

We guide you through each step of joining Kaiser Permanente, so you can start getting the care you need from day one.

### Personalized onboarding



A welcome call and member book to get you started

### 3 easy steps to a healthy change



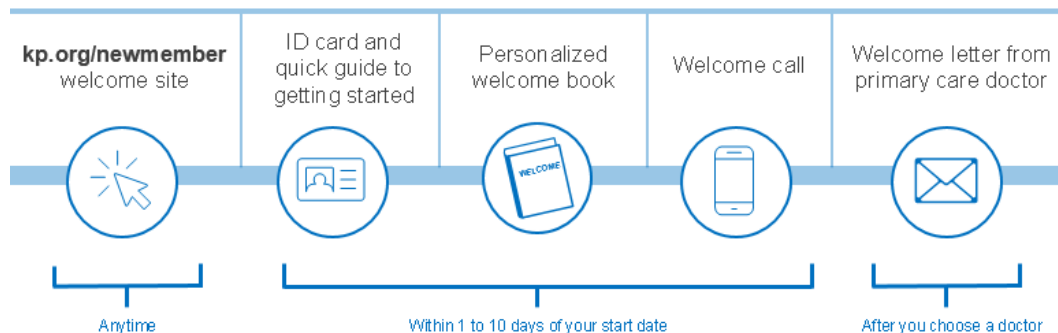
Choose your new doctor



Transition your care and prescriptions seamlessly



Get care on your schedule



Learn more at [kp.org/newmember](https://kp.org/newmember)



## Your care, your way

Connect to care anytime, anywhere



Visit your doctor at your **local facility.**



Save yourself a trip to the doctor's office with a **telephone appointment.\***



Meet face to face with your doctor online through a **video visit\***



Schedule appointments and get **24/7 medical advice by phone.**



**Email** your doctor's office anytime.



### Specialty Care (No Referral Needed)

- Obstetrics –Gynecology (Ob-gyn)
- Mental Health & Wellness
- Optometry
- Ophthalmology

\*Where available and for certain medical conditions.



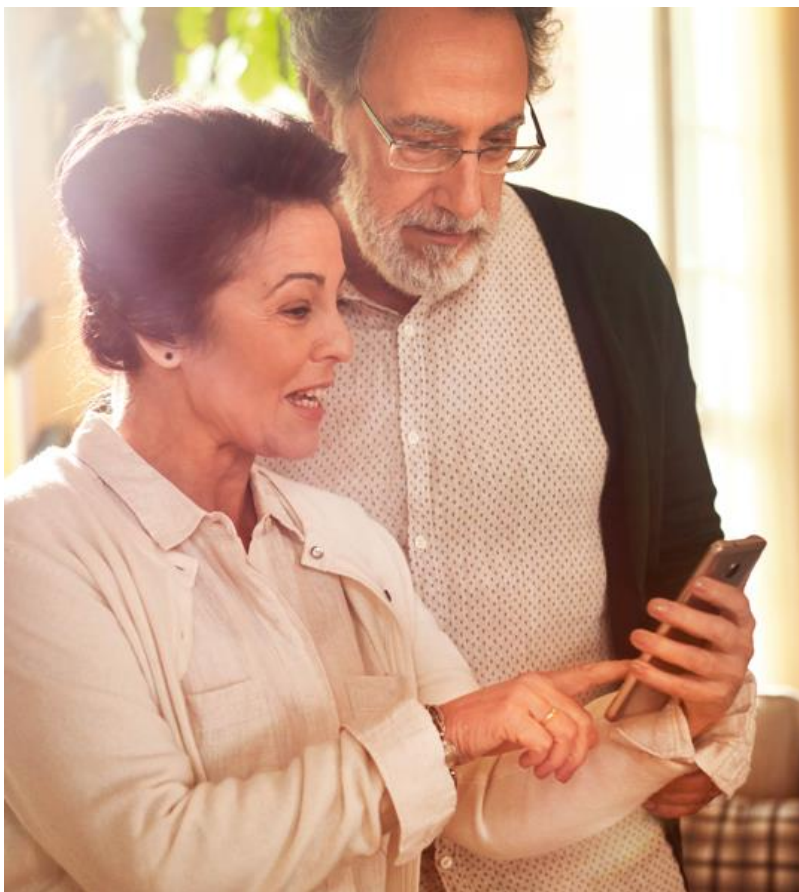
**KAISER PERMANENTE®**



## Kp.org/getcare- E-visits

E-visits is convenient online care, at no cost, from the providers you trust most.

E-visits asks different questions based on symptoms and conditions. Complete the online consultation and receive a treatment plan, including prescriptions, if needed, without having to make an appointment.



### How to get care:

Go to our [e-visits](#) page (log in to kp.org) or use the [Kaiser Permanente app](#) (choose your region).

### Services:

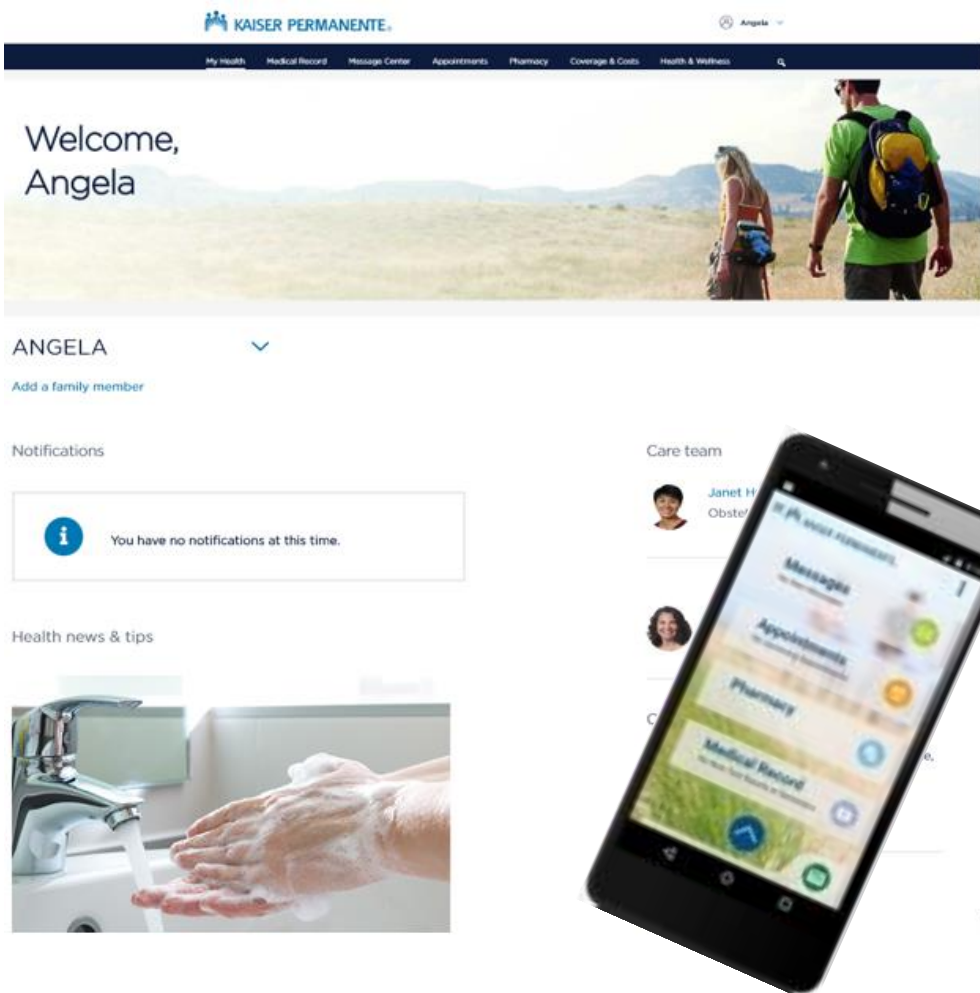
Receive advice, orders and/or treatment for the following nonemergency conditions like:

- Testing for COVID-19 (PCR Nasal Swab)
- Antibody Testing for COVID-19
- Schedule an Influenza (Flu) Shot
- Rash
- Sinus Symptoms
- Urinary Symptoms
- Eye Irritation or Discharge

To learn more, go to [kp.org/getcare](#)

# Online and mobile capabilities

At **kp.org** or with the Kaiser Permanente app, you can conveniently stay on top of your care 24/7<sup>1</sup>:



- Schedule and cancel routine appointments
- Refill most prescriptions
- View most lab test results
- Email your doctor's office with nonurgent questions
- Manage your coverage and estimate costs<sup>2</sup>
- View and pay bills
- Manage a family member's health care<sup>3</sup>
- Print vaccination records for school, sports, or camp
- Start an E-Visit (Covid-19 Test)



**My Doctor  
Online**  
**NCAL ONLY**



**Kaiser  
Permanente**



<sup>1</sup>Available when you get care at Kaiser Permanente facilities.

<sup>2</sup>These tools are not yet available on smartphones and tablets.

<sup>3</sup>Due to privacy laws, certain features may not be available when they are being accessed on behalf of a child 18 or younger, and your child's physician may be prevented from disclosing certain information to you without your child's consent.

# Care Navigation: Prioritizing Your Needs

## Routine care

An expected care need, like a scheduled visit to your doctor, well-child checkups, or a recommended preventive screening.

### Examples of routine nonurgent care needs include:

- Same-day appointments
- Scheduled visits
- Follow-up visits
- Routine checkups
- Physical exams
- Preventive screenings
- Well-child checkups

### What to do:

To schedule a routine care appointment, visit [kp.org](https://www.kp.org).

## Urgent care

An illness or injury that requires prompt medical attention, but is not an emergency medical condition.

### Examples of urgent care needs include:

- Minor injuries, including sprains and falls
- Minor wounds and cuts needing stitches
- Mild to moderate backaches
- Chronic migraine or other recurring headaches
- Fever
- Mild breathing issues
- Minor abdominal pain
- Minor broken bones (finger, toes)
- Flu symptoms (chills, fever, body ache)
- Vertigo (dizziness)
- Mild to moderate diarrhea
- Minor nosebleeds

### What to do:

Call **1-866-454-8855**, 24 hours a day, 7 days a week. Same-day, after-hours, and weekend appointments are often available.

## Emergency care

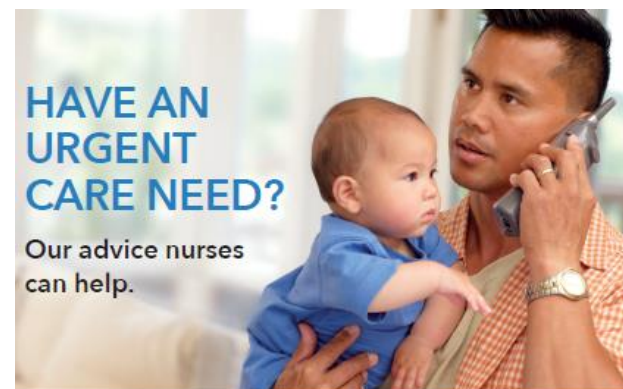
A medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health.\*

### Symptoms that may indicate an emergency medical condition include:

- Chest pain or pressure that may radiate to the arm, neck, back, shoulder, jaw, or wrist
- Sudden onset of severe abdominal pain
- Severe shortness of breath
- Severe, persistent bleeding that cannot be stopped
- Major injuries like gunshot or stab wounds or severe injuries from a vehicle accident
- Active labor when there isn't time for a safe transfer to a designated hospital before delivery

### What to do:

If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest hospital.



### Get advice by phone, 24/7

Talk with a licensed care provider day or night for advice.

**N. California** | 1-866-454-8855  
**S. California** | 1-833-574-2273

## Mental health services — care for the whole you

Your thoughts and feelings affect your overall well-being. We're committed to helping you achieve and maintain optimal health for your mind, body, and spirit.

- Get support for a wide range of conditions, like anxiety, depression, substance use disorder, and autism spectrum disorders.
- Find care with psychiatrists, psychologists, marriage and family therapists, and more.
- Make an appointment for therapy within Kaiser Permanente without a referral.
- Access a wide range of online self-care resources at any time to help you relieve stress, improve sleep, practice mindfulness, and more.

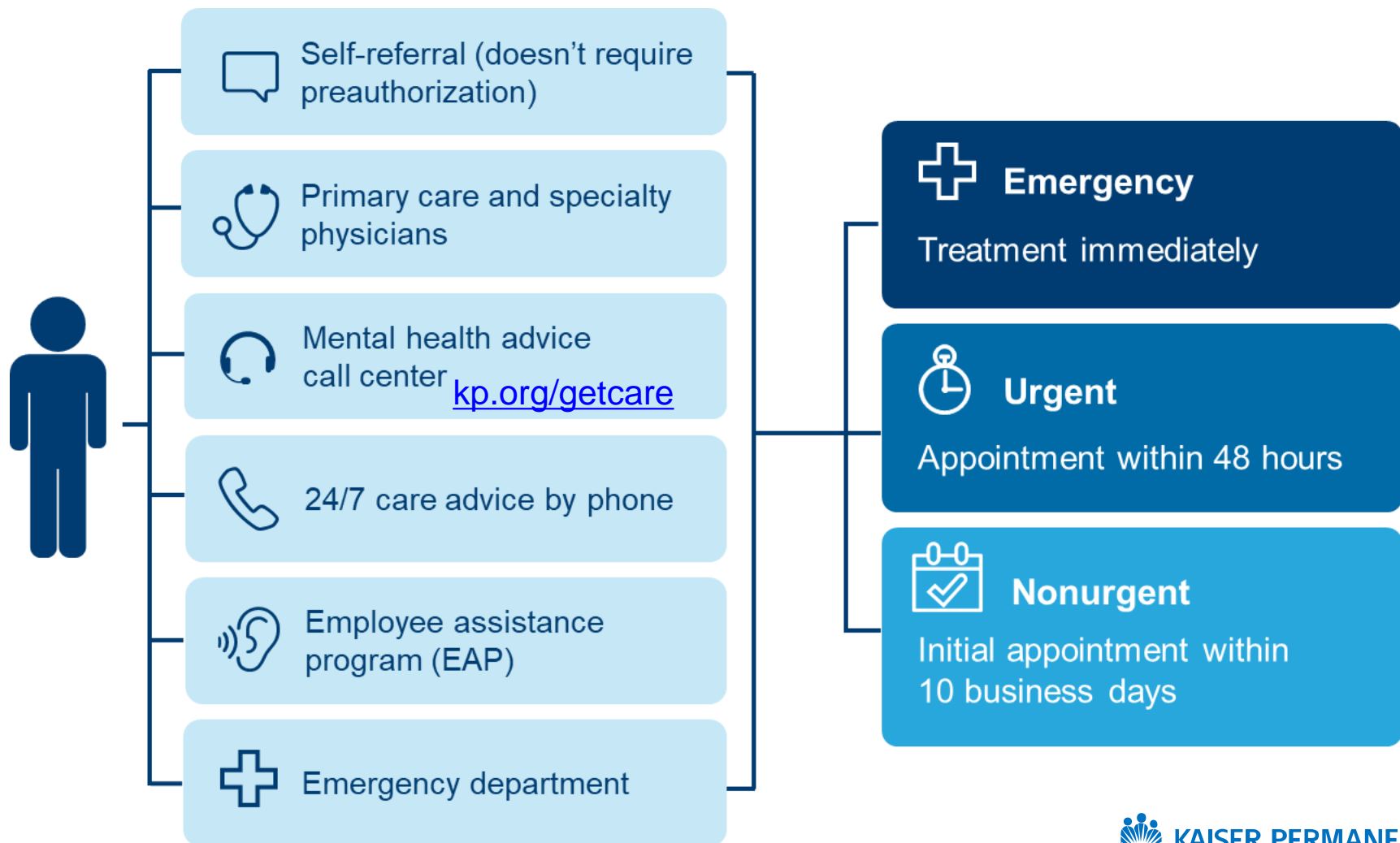


Learn more at [kp.org/mentalhealth](https://kp.org/mentalhealth).



# How to Access Care

Members have many ways to access care



## Expect great care when you're expecting

- **A dedicated prenatal care team** — Doctors and nurses help keep you and your baby healthy and empower you to make decisions. You can add a midwife to your team, too.
- **A personalized birth plan** — We'll help you have the safe, positive experience you want, starting with your first appointment.
- **Care and support every step of the way** — From virtual and in-person tours of our private birthing suites to classes\* and online resources to help answer the many questions of expecting parents.
- **Support that doesn't stop at delivery** — Breastfeeding consultation and other guidance to help your baby have a healthy start in life.



Learn more at [kp.org/maternity](https://kp.org/maternity).

\*Classes vary by location. Some classes may require a fee.



## Care away from home



- If you get hurt or sick while traveling, we'll help you get care. All our plans include emergency and urgent care coverage from qualified providers anywhere in the world.
- We can also help you before you leave town by checking to see if you need a vaccination, refilling eligible prescriptions, and more. Just call us or go online:



24/7 Away from  
Home Travel Line:  
**951-268-3900\***



**kp.org/travel**

\*This number can be dialed from both inside and outside the U.S. Outside, you must dial the U.S. country code 001 for landlines and +1 for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. Phone line is closed major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas), and closes early the day before a holiday at 10 p.m. Pacific time (PT). The phone line reopens the day after a holiday at 4 a.m. PT.



**KAISER PERMANENTE®**

## Added support to help you thrive<sup>1</sup>



ClassPass reduced rates on fitness classes [kp.org/exercise](https://kp.org/exercise)



Self-care apps Calm and myStrength  
[kp.org/selfcareapps](https://kp.org/selfcareapps)



Reduced rates on specialty care services like acupuncture, chiropractic care, and massage therapy  
[kp.org/choosehealthy](https://kp.org/choosehealthy)



Wellness Coaching by Phone  
[kp.org/wellnesscoach](https://kp.org/wellnesscoach)



On-site health education classes and support groups<sup>2</sup> [kp.org/classes](https://kp.org/classes)



Online healthy lifestyle programs, videos, podcasts, recipes, and more



Seasonal farmers markets<sup>3</sup>

1. These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. 2. Classes vary at each location and some may require a fee. 3. Not available in all areas.



# Health Education Centers

## Virtual Online Classes

Members can attend a class from the comfort of their home.

### We offer something for everyone:

- Diabetes
- Healthy Weight (Adult and Pedi)
- Nutrition
- Pregnancy and Childbirth
- Parenting
- Emotional Health
- Tobacco Cessation
- Heart Health
- Insomnia
- Life Care Planning

## Health Educators

Get a personalized plan to help you make healthy and positive changes.

1:1 appointments  
Telephone  
Video Visit

## Nutritional Services

Appointments with our Registered Dietitians required a referral from a physician.

They will develop tailored nutrition plans to reduce/maintain/improve the member's medical conditions.

1:1 appointments  
Telephone  
Video Visit



Up next — plan benefits and the latest information  
on locations near you

# Kaiser Permanente- HMO

This table shows an example of some of your group's benefits.

|   |   |
|---|---|
| <b>Yearly deductible</b>                  | None  |
| <b>Maximum yearly out-of-pocket costs</b> | \$1,500 individual/\$3,000 family                       |
| <b>Covered service</b>                    | <b>You pay</b>  |
| <b>Preventive care</b>                    | No Charge   |
| <b>Doctor's office visit</b>              | \$10  |
| <b>Lab tests and radiology</b>            | No Charge   |
| <b>Outpatient surgery</b>                 | \$10 per procedure                                      |
| <b>Hospitalization</b>                    | No Charge   |
| <b>Emergency care</b>                     | \$50 per visit  |
| <b>Prescribed medications</b>             | \$5 for up to a 100-day supply (generic medication)     |
|   | \$10 for up to a 100-day supply (brand-name medication) |
|   | \$10 for up to a 30-day supply (specialty medication)   |

\*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.

# Kaiser Permanente- Hospital Services DHMO

This table shows an example of some of your group's benefits.

|   |                                    |
|---|------------------------------------|
| <b>Yearly deductible</b>                  | \$1,000 individual/ \$2,000 family |
| <b>Maximum yearly out-of-pocket costs</b> | \$3,000 individual/\$6,000 family  |

| <b>Covered service</b>         | <b>You pay</b>   |
|--------------------------------|--|
| <b>Preventive care</b>         | No Charge ( <b>Plan Deductible doesn't apply</b> )   |
| <b>Doctor's office visit</b>   | \$20 per visit ( <b>Plan Deductible doesn't apply</b> )  |
| <b>Lab tests and radiology</b> | \$10 per encounter ( <b>Plan Deductible doesn't apply</b> )  |
| <b>Outpatient surgery</b>      | 20% Coinsurance after Plan Deductible  |
| <b>Hospitalization</b>         | 20% Coinsurance after Plan Deductible  |
| <b>Emergency care</b>          | 20% Coinsurance after Plan Deductible  |
| <b>Prescribed medications</b>  | \$10 for up to a 30-day supply ( <b>Plan Deductible doesn't apply</b> )<br>(generic medication)    |
|                                | \$30 for up to a 30-day supply ( <b>Plan Deductible doesn't apply</b> )<br>(brand-name medication) |
|                                | \$30 for up to a 30-day supply ( <b>Plan Deductible doesn't apply</b> )<br>(specialty medication)  |

\*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.



# Kaiser Permanente- Deductible First HDHP

This table shows an example of some of your group's benefits.

|   |                                    |
|---|------------------------------------|
| <b>Yearly deductible</b>                  | \$1,400 individual/ \$2,800 family |
| <b>Maximum yearly out-of-pocket costs</b> | \$3,000 individual/ 6,000 family   |

| <b>Covered service</b>         | <b>You pay</b>  |
|--------------------------------|---|
| <b>Preventive care</b>         | No Charge ( <b>Plan deductible doesn't apply</b> )                              |
| <b>Doctor's office visit</b>   | \$20 per visit after Plan deductible  |
| <b>Lab tests and radiology</b> | \$10 per encounter after Plan Deductible  |
| <b>Outpatient surgery</b>      | \$150 per procedure after Plan Deductible                                       |
| <b>Hospitalization</b>         | \$250 per admission after Plan Deductible                                       |
| <b>Emergency care</b>          | \$100 per visit after Plan Deductible   |
| <b>Prescribed medications</b>  | \$10 for up to a 30-day supply after Plan Deductible<br>(generic medication)    |
|                                | \$30 for up to a 30-day supply after Plan Deductible<br>(brand-name medication) |
|                                | \$30 for up to a 30-day supply after Plan Deductible<br>(specialty medication)  |

\*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.

## ON24 Website for Access Anytime



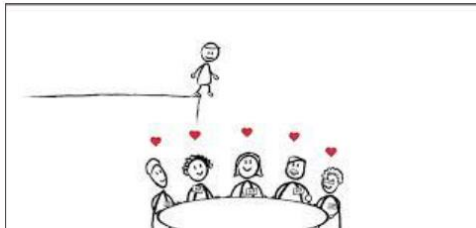
### Find your healthy place

With care designed to help you thrive!

[View Now](#)



#### COUNTY OF SONOMA



## *Customized Plan Assistance Hotline*

Choosing a health plan is a big decision.  
You don't have to go it alone.

Speak to a Kaiser Permanente enrollment specialist today. We're here to help you make an informed decision and answer all sorts of questions about your new plan.

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### **Ask about the essentials ...**

- Costs and coverage
- Plan recommendations
- Where to get care
- Specialty care services
- How to enroll

### **... And extra perks you might not know about**

- Video visits<sup>1</sup> and other convenient ways to access care
- Integrated care – our unique care delivery model
- Classes,<sup>2</sup> podcasts, and other self-care resources



To get in touch, scan or call us at **1-800-324-9208**, Monday through Friday, 7 a.m. to 6 p.m. Pacific time.

# Northern California (NCAL)

## Locations near you

### Care Essentials in downtown San Francisco

Our innovative new offering centered on convenience will be located at the Salesforce Transit Center with extended hours for our busy downtown commuters. Services include same-day appointments, pharmacy, lab tests, vaccines, injections, and treatment of minor illnesses and injuries. Scheduled to open spring 2021.



Care Essentials, downtown San Francisco

### Mental health and wellness locations

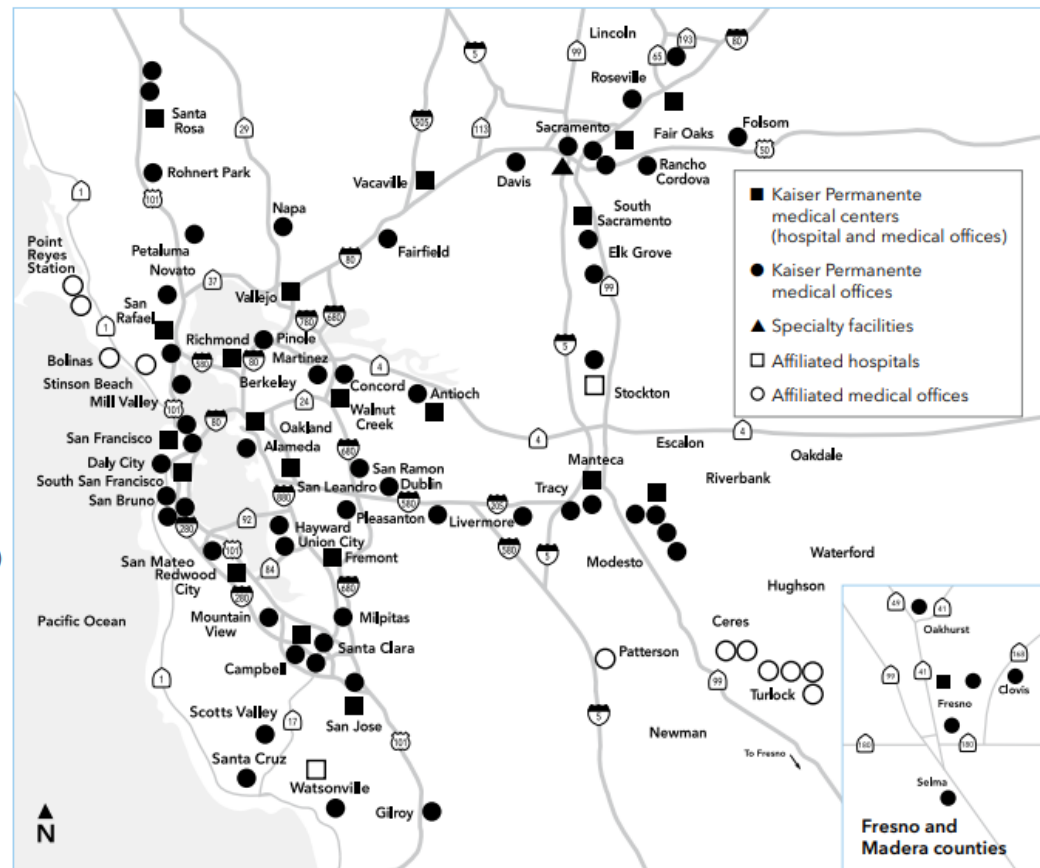
We're committed to your total health and focused on expanding our mental health offerings in 2020.

- Oakland Clay Street Mental Health & Wellness (now open)
- San Francisco Ellis Street Mental Health & Wellness (scheduled to open summer 2020)
- Watsonville Mental Health & Wellness (scheduled to open summer 2020)
- Modesto Stoddard Road Mental Health & Wellness (scheduled to open fall 2020)
- Scotts Valley Mental Health & Wellness (scheduled to open fall 2020)

### Member Services

1-800-464-4000 | 1-800-788-0616 Español  
1-800-757-7585 中文 | 711 TTY

Hours: 24/7 for most services, except major holidays



Maps not to scale

### Finding the right location

Choosing a convenient place to get care is simple – just hop online or grab your smartphone.



- Visit [kp.org/facilities](https://kp.org/facilities) to search by ZIP code, keyword, or the type of service you need.
- Search on your smartphone with the location finder on the Kaiser Permanente mobile app.<sup>5</sup>



## ***Santa Rosa & San Rafael Facilities***

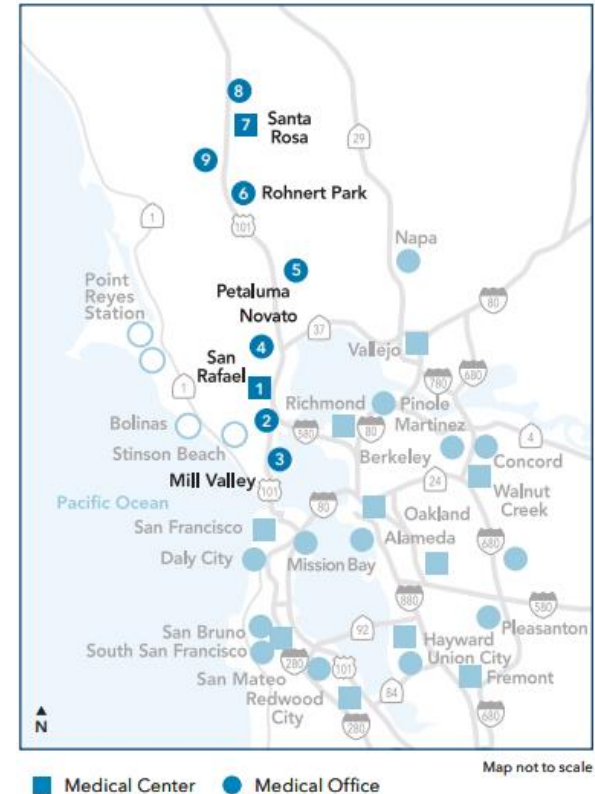
## **Marin Sonoma Service Area**

*Kp.org/sanrafael & kp.org/santarosa*



**U** Urgent Care    **E** Emergency Care    **P** Pharmacy

- 1 San Rafael Medical Center**  
99 Montecillo Road  
San Rafael, CA 94903  
**U E P**
- 2 Downtown San Rafael Medical Offices-3rd St.**  
1033 3rd St.  
San Rafael, CA 94901  
**P**
- 3 Mill Valley Medical Offices**  
750 Redwood Hwy. (Frontage Rd.  
Ste. 1206  
Mill Valley, CA 94941
- 4 Novato Medical Offices**  
97 San Marin Drive  
Novato, CA 94945  
**P**
- 5 Petaluma Medical Offices**  
3900 Lakeville Hwy.  
Petaluma, CA 94954  
**P**
- 6 Rohnert Park Medical Offices**  
5900 State Farm Drive  
Rohnert Park, CA 94928  
**P**
- 7 Santa Rosa Medical Center**  
401 Bicentennial Way  
Santa Rosa, CA 95403  
**U E P**
- 8 Santa Rosa Medical Offices**  
3925 and 3975  
Old Redwood Hwy.  
Santa Rosa, CA 95403  
**P**
- 9 Mercury Way Medical Offices**  
2240 Mercury Way  
Santa Rosa, CA 95407  
**P**



**Coming soon:** Kaiser Permanente Medical  
Offices at

1650 Los Gamos Drive in San Rafael.  KAISER PERMANENTE®

# Southern California (SCAL)

## Locations near you

### Clairemont Mesa Medical Offices

Relocation of this facility includes primary and specialty care, allergy, dermatology, family medicine residency program, family medicine, internal medicine, laboratory, nurse clinic, pediatric endocrinology/diabetes clinic, pediatric John Richards Learning Center, pediatrics, pharmacy, radiology/diagnostic imaging, and Vision Essentials (optometry/optical center). Scheduled to open summer 2020.

### Playa Vista Medical Offices

Relocation of this facility includes adult primary care, Center for Healthy Living, complete care nurse clinic, laboratory, mammography, behavioral health, obstetrics/gynecology, occupational health, pediatrics, pharmacy, and radiology. Scheduled to open July 2020.

### Aliso Creek Medical Offices

Relocation of this facility includes primary and specialty care. Scheduled to open early 2021.

### Hesperia Medical Offices

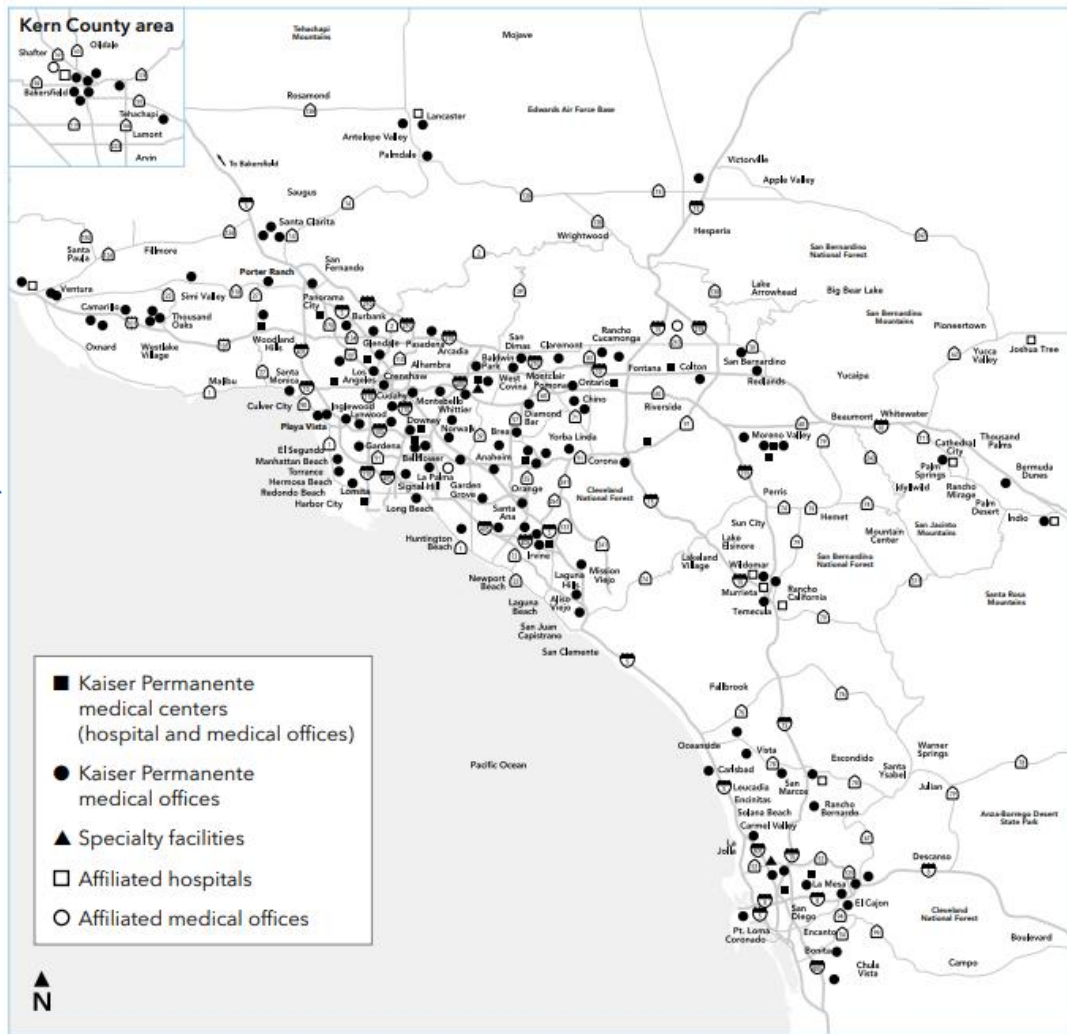
New medical office with primary and specialty care. Scheduled to open early 2021.

### Downey Medical Center

Expansion of existing hospital tower and its services. Scheduled to open spring 2021.

### Covina Medical Offices

New facility with adult primary care, mental health, speech therapy, nurse clinic, obstetrics/gynecology, pediatrics, pharmacy, and radiology. Scheduled to open late 2021.



Maps not to scale



Clairemont Mesa Medical Offices, San Diego

## Member Services

1-800-464-4000 | 1-800-788-0616 Español

1-800-757-7585 中文 | 711 TTY

Hours: 24/7 for most services, except major holidays

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• Search on your smartphone with the location finder on the Kaiser Permanente mobile app.<sup>5</sup>





## Support Center- Member Services



Request medical information and find forms and answers on your own.  
Or contact us by email, or phone.

### Email

Email us directly with your non-urgent questions or comments and get a response within 3 business days.

[Create an email](#)

### Phone

#### Northern & Southern California

1-800-464-4000 | 1-800-788-0616 Español

1-800-757-7585 中文 | 711 TTY

Hours: 24/7 for most services, except major holidays

[kp.org/memberservices](https://kp.org/memberservices)

# Thank you

